

METHOD AND SYSTEM FOR AUTOMATIC CALL DISTRIBUTION
BASED ON LOCATION INFORMATION FOR CALL CENTER AGENTS

ABSTRACT OF THE DISCLOSURE

A method for distributing calls of an automatic call distributor system includes determining location information for agents at a call center. The method
5 further includes routing a request for connection with one of the agents to one of the agents based at least in part on the location information. A method for managing agents in a call center includes determining location information for a plurality of agents in a call center.
10 The method further includes communicating a message to at least one of the agents requesting the agent to move to a new location in response to at least one request for connection with one of the agents.